Life Guide Map in Kure City 2016 〔English Ver.〕

Dear non-Japanese residents,
As a part of its effort in building an international community, the local government made this governmental services and living information guide map in order to help provide a safe and comfortable living environment for the non-Japanese residents of the city, We hope that this guide map will help you lead better life here as a member of our community.

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Non-Japanese residents Consultation Service /
Kure International Exchange Association
〒737-8501 1F City Hall. 4-1-6 Chuo Kure
TEL 0823-25-5607 FAX 0823-25-5530
URL http://www11.ocn.ne.jp/~kiea/index.html
Facebook http://www.facebook.com/kure.iea
Publishing / Kure International Exchange Center

■DAILY LIFE

□Daily Manners

Once you arrive in Japan, it is a good idea to know your neighbors. Simple greetings like “Ohayogozaimasu” (“Good morning”) and “Konichiwa” (“Hello”), will allow you to start becoming involved in the neighborhood. Please be careful to be respectful and polite.

【Do not make noise late at night】

Sound tends to reflect between the buildings in the late evening or early morning, and so even a chat on the street or in the park could easily be noisy because of the heavy concentration of buildings. Please be quiet when it is late at night.

【About the Residents’ Association】　Community Collaboration Division（Chiiki-kyodo-ka）（City Hall 2 F）☎25-3501

Residents’ associations exist in most local communities in Japan. They are organizations destined to help communication and problem solving between local residents. To make the community a safe and comfortable place to live, activities like crime/disaster prevention, community cleaning and social gatherings are held. These organizations would appreciate your participation. If you are interested, please contact the chairman of the local resident’s association or the caretaker of your apartment for further information.

【Japanese courses】　Kure International Exchange Center（City Hall. 1F）☎ 25-5607

Learning Japanese and communicating with your neighborhood is necessary in order to lead a comfortable life in your community. For this reason, volunteers are available to provide support for those who want to learn Japanese. Please feel free to contact us for further information.

□Non-Japanese Residents Consulting Service

Kure International Exchange Center（City Hall. 1F）☎ 25-5607

The Kure International Exchange Center allows non-Japanese residents to communicate with Japanese residents. A multi-lingual consulting service is also provided.

〈OPEN〉9 am- 8 pm on Mon- Fri, 10 am- 6 pm on Sat/Sun

〈CLOSE〉Public Holidays, End and beginning of the year

〈Multilingual Consulting Service〉

〔English〕10am- 8pm on Mon- Fri, 10am- 6pm on Sat/Sun

〔Portuguese〕10am- 5pm on Tue- Thurs and Sat（Except for the first Sat of the month）

9:30am- 5:00pm on Fri（in Hiro Kyodo Center）

〈Information regarding international exchanges, etc.〉

・Information about the world is provided in book, DVD, and BBS forms. An information exchange service is also provided.

・Room space, classroom space, exhibition space and other kinds of spaces are provided for communication between international and Japanese residents.

〈Official site of Kure International Exchange Association〉 http://kurekiea.com/

〈Official Facebook page of Kure International Exchange Association〉

http://www.facebook.com/kure.iea

□Human Rights Consulting Service

Human Rights Center（City Hall 1F） ☎25-3465

Please feel free to contact us if you have any question or problem regarding human rights.

DV（Domestic Violence）

DV refers to violence perpetrated by a spouse or partner. Also considered as an action of controlling the spouse/partner, it includes both physical and mental violence.

If you are scared of your partner, you might be experiencing DV. In such a case, please don't hesitate to contact us. We will protect you.

○DV Consulting Service ☎0570-0-55210 24hr

○Female Consulting Service（in Child Care Support Center）

8:30am- 5:15pm on Mon- Fri, 8:30am- 12:00pm on every other Sat

Kurekure-Ba ☎0823-25-3482, Hirohiro-Ba ☎0823-73-7540

○Emergency ☎110

（Mental Violence）

・Shouting, humiliation, ignorance, surveillance on telephone or E-mail, shackling, physical restriction etc.

（Physical Violence）

・Beating, throwing things, swinging a blade, threatening with fake beating, strangling.

（Sexual Violence）

・Forcing to watch porn video or read porn book, non-cooperation regarding birth control・forced abortion, infection of sexual disease.

（Financial Violence）

・Refusing to give money for living, confirming the expenses in detail, forced loan, forcing to quit a job.

■DAILY LIFE GUIDE

☐Issuance of Resident Card

Civic Services Division (City Hall 1F) ☎25-3161

【Resident management policy】

Beginning on July 9, 2012, non-Japanese residents will have a Certificate of Residence made for them in the same way as is done for Japanese nationals.

Residents who are planning to move out of or move in to Kure should make address changes to their certificate of residence.

【Special permanent resident certification procedure】 Civic Services Division or Civic Centers

When to make an application for a special permanent resident certification:

① If you have a child who was born in Japan, and at least one of his/her parent is special permanent resident, please make an application for special permanent residency for the child within 60 days of his/her birth.

Necessary documents: certificate of birth, etc. (call for details)

② In case of a change of name, birthday, sex, or nationality

③ When your special permanent resident certification is lost or stolen

④ When you are renewing your special permanent resident certification

Necessary documents: passport (if you have one), 1 photo (standard, not required under 16 years of age), your current special permanent resident certification or alien registration certification, documents that can prove the recent changes (call for detail)

〈Procedure to obtain your resident card〉

At the nearest local immigration office

① In case of a change of name, birthday, sex, or nationality

② When your resident card is lost or stolen

③ When you are renewing your special permanent resident certification

④ When there is a change in your employment, for those whose category of residence is “student” or “technology.”

⑤ In case of divorce or bereavement, for people whose category of residence is "spouse or child of Japanese national" or "family stay."

〈Contact〉

Immigration Bureau, Ministry of Justice

Immigration Information Center

☎ 0570-013904 (IP phone, PHS please call ☎03-5796-7112)

☐Certificate of Residence

Type of notification	Necessary documents
Moving in notification (within 14 days from the date you moved to Kure City)	・ Resident Card, etc. ・ Certification of moving out (unless you are moving in from somewhere outside Japan)
Moving out notification (Application begin to be accepted 14 days before the move out date from Kure city)	・ National health insurance card ・ Long-term care insurance card (subscribers only)
Moving notification (In 14 days from the date you moved within Kure City)	・ National Health Insurance Card (subscribers only) ・ Basic Resident Register card (for people who have it), Resident Card, etc.

【Certifications】

<Copy of Certificate of Residence >

Proof of the personal data recorded on the Basic Resident Register (address, name, birthday, sex, nationality, name of head of household, relationships)

<Copy of cancellation of certificate of residence >

This is needed to prove the status of the address of someone who has either passed away or moved out of the city. It can be issued any time within 5 years from the cancellation of the certificate of residence.

<Certificate of items on the resident card >

This is needed to prove some of the contents described in resident card.

☐Seal (*inkan*) Registration

An impression of your Seal, as well as the address, name, date of birth, etc. under which you have been registered will be described in the certification of Seal registration. It is used in the creation of contracts and for real estate registration. The Seal which you register in this document is generally called “registered Seal”.

<People that can register>

People over the age of 15 who are residents registered in Kure (except for adult wards)

<Method of registration>

Bring the Seal, registration card etc. to the Civic Services Division or Civic Centers

<Certification of Seal registration>

Applications using the Seal registration (card) are accepted. A certification will be issued.

A confirmation of identity will be conducted during the application for certification and Seal registration. As such, please bring your registration card and other necessary documents.

☐Family Registry

Type of notification	Notifiers	Necessary document	Place
Birth registration (within 14 days of the birth of the baby)	Father or mother in principle	・ A written statement (birth certificate attached) ・ Hiroshima Extended Association for Long-term Care Insurance ・ Seal	The municipality in which the notifiers live, location or place of birth
Death registration (within 7 days the death becomes known)	relatives, housemate, etc.	・ A registration statement (death certificate attached) ・ Seal	The municipality where the deceased lived, the current location of the notifier location, or the place of death

In addition to the above, adoptions, notifications of transfer of family register and notifications of divorce are also available.

【Certifications】

The name of the person listed in the family register, sex, date of birth, relationship, date of death, marital status can be certified.

・Family registers (certification of all matters)
・Abstract of one's family register (certification of personal matters)
・Personal identification, etc..

The proof for the family registers can be issued in the municipality of residence. Apply where you live, after checking the domicile listed on the family register and the name of the head of household.

A personal identification will be conducted when you apply for any of these certifications. Please bring your resident card and other identifying documents with you.

☐Citizen Service Corner

Certifications for resident cards, etc. are issued during non-working hours of the main office and citizen centers. On the other hand, residents transfer notifications or Seal registrations are not accepted.

<South of Kure Station>

Location/ South of Kure station (In the Kure tourism information plaza)

☎26-5965　Open hours/ 9 am~ 7 pm

Open everyday (include weekends and holidays)

Not open during the end/beginning of the year (December 29th ～January 3rd)

<Front of Shin Hiro Station>

Location/ Near the elevator of the Hiro Shimin Center　☎73-7191

Open hours/ 5:15 pm~ 7 pm

Not open during weekends, holidays, the end/beginning of the year (December 29th ～January 3rd)

☐Municipal Tax

Municipal Tax Division (City Hall 3F) ☎25-3193

Taxes are imposed on the income, property and consumption of residents in order to provide funds to the national government and local governments. You will have to pay various taxes throughout your daily life.

Income Tax is imposed by the national government and Resident Tax by the local government (Prefecture, City, Town or Village), on people who have been in Japan for more than one year.

【Income Tax】

Income Tax is imposed on the income of a resident for a year from January 1 through December 31. There are two methods available to pay the tax.

① **Tax Payment through the self-assessment system**: you must calculate your income, business-related costs and the amount of income tax which you must pay. Then, you must file the Income Tax Return at the Taxation Office between February 16 and March 15. (*Kakutei shinkoku*)

② **Withhold Tax system**: The employer deducts the tax from the employee's salary and the employer pays the employee's tax in his or her stead.

【Resident Tax (Municipal Tax and Prefectural Tax)】

Resident Tax is imposed by the city, town or village of residence on January 1. Even if the resident moves somewhere else after January 1, the tax is still paid to the former municipality where the person lived on January 1. Even if a person from a foreign country went back to his or her country in the middle of the year, he or she cannot be exempted from the payment. There are two methods to pay the tax.

① **Tax Special Collection**: The tax of a salaried worker is deducted from his or her monthly salary by the employer and is paid by the employer. This is a method similar to income tax.

② **General Collection**: For self-employed worker, farmer and other such professions. Individuals have to pay the tax based on the tax bill which they receive from the City Office. The tax payment is divided by four in a year,

☐Light-Vehicle Tax

Light-vehicle Tax is imposed on individuals who own a scooter (*Gendoki-tsuki jitensyha*), a light-vehicle (*Kei jidosha*), a small special motor vehicle (*Kogata tokushu jidosha*), a two-wheeled motor vehicle (*Nirinsha*), etc. as of April 1 each year in this city.

Even if you transfer or scrap your vehicle, you will have to pay the tax unless you go through the necessary procedure. If your vehicle has been stolen, or you have lost your vehicle, you need to go through the same procedure.

Light-vehicle	Place to apply
Scooter (125cc or less)	Municipal Tax Division・ Civic Centers
Small special motor vehicle	
Two-wheeled Light Vehicle, Two-wheeled small motor vehicle (over 125cc)	Chugoku Transport Bureau, Transport Bureau Hiroshima Branch Office ☎050-5540-2068
Light vehicle (Three-wheeled Light vehicle, Four-wheeled light vehicle)	Light motor vehicle Inspection Organization ☎082-503-8475

☐Property Tax

Property Tax Division (City Hall 3F) ☎25-3214

Property Tax is imposed on fixed assets such as land, houses, depreciable assets, etc.

Property Tax is calculated based on the value of the property.

☐Certificate of Tax Payment

If you need the certificates of your tax payment and your income in order to, for example, apply for a visa, apply for them at the municipal office where you lived as of January 1 of this year.

Category	Place to apply	Charge
Taxation certificate (*Kazei shomeisho*)	Municipal Tax division・ Civic Centers	¥300 for each certificate
Income certificate (*Shotoku shomeisho*)		
Tax payment certificate (*Nozei shomeisho*)		
Fixed property valuation certificate (*Hyoka shomeisho*)	Property Tax division・ Civic Centers	¥300 Certificate for every land and house owned (5 properties)
Public imposition Certificate (*Koka shomeisho*)		
Copy of a ledger fixed asset taxation (*Nayose-cho no utsushi*)		¥300 (the first sheet) ¥100: every sheet from the second thereafter

<Necessary documents for apply>

- **When you apply in person**: your identification (driver's license, National Health Insurance Card, Passport, etc.)
- **When you use a proxy**: a proxy, proof of your proxy's identity (driver's license, National Health Insurance Card, Passport, etc.)

■INSURANCE・PENSION・WELFARE・HEALTH

What is the public medical insurance system?

In Japan, people have to take out a public medical insurance (Health insurance・National health insurance) so that everyone receives medical treatment regardless of their nationality.

Salaried employees and residents of Japan who work at business institutions have to take public medical insurance. Family members can also participate in the system. Please contact your employer for details.

☐National Health Insurance

National Health Insurance and National Pension Division（City Hall 3F）☎25-3158

The national health insurance is a system of cooperation supported by insurance to reduce the medical financial burden of people who have diseases or injuries.

Both people who register their residency as being in Kure city (living here for more than 3 months legally) but who are not enrolled in any work health insurance, as well as their family members, must also take out national health insurance even if they carry a private medical insurance.

<Participating procedures> Make sure to bring your passport and alien registration card to either the National Health Insurance and National Pension Division or the Civic Services Division / Civic Centers within 14 days.

	Situation	Things you need
Joining	Moving in the city Giving birth Canceled work health insurance Public assistance has been stopped	Personal Seal Personal Seal/Hiroshima Extended Association for Long-term Care Insurance Personal Seal/Forfeited health insurance certificate Personal Seal/Abolished public assistance notification
Canceling	Moving out the city Joined another health insurance Death Public assistance has started	Personal Seal/Insurance card Personal Seal/Both national health insurance and other health insurance cards Personal Seal/Insurance card Personal Seal/Initiating public assistance notification/Insurance card
Others	Address/Name, etc. has been changed Moving out for studies Have lost your insurance card	Insurance card Personal Seal/ School certificate/ Insurance card Personal Seal

☐Long-term Care Insurance System

National Health Insurance and National Pension Division (City Hall 3F) ☎25-3156

Hiroshima Medical Insurance Extended Association for Seniors ☎082-502-7822

Elderly people aged 75 or over can receive medical care at clinics, etc. by presenting the insurance card given by the medical care system for elderly people. Being itself an insurer, the Hiroshima Extended Association for Long-term Care Insurance conducts approvals of qualifications, as well as determines insurance fees and insurance benefits. Cities in Hiroshima prefecture do reception work to receive reports or applications, collect insurance fees and so on.

<Eligible people > The following residents who live in Hiroshima prefecture eligible.

- ・Persons aged 75 or over
- ・Persons aged from 65 to 75 who have a certain level of disabilities

<Reports> Visit either the National Health Insurance and National Pension Division or the Civic Services Division / Civic Centers.

☐National Pension

National Health Insurance and National Pension Division (City Hall 3F) ☎25-3156

Kure Pension Office ☎22-1691

The national pension is a system of mutual support through the payment of insurance fees for when people become elderly or have physical disabilities or die.

Residents aged from 20 to 60 in Japan are insured through the national insurance regardless of their nationality.

- **National pension primary insured persons**

Students and self-employed workers in agriculture, the fishing industry and so on are eligible. Those people have to pay national pension premiums on their own.

When they cannot afford it, there are systems called dispensation, payment extension, etc.

- **National pension secondary insured persons**

Employees who work at the office etc. or are members of a welfare pension,mutual aid pension, etc.

- **National pension thirdly insured persons**

Spouses (aged from 20 to 60) supported by a welfare pension,mutual aid pension members, etc.

☐Nursing Care Insurance

Long-term Care Insurance Division (City Hall 1F) ☎25-3136

Nursing Care insurance is a structure to support nursing care problems in the whole society in order for elderly citizens to be able to spend their daily lives independently in a familiar environment even when they need nursing care.

Insured persons must be aged 40 and over. They are divided into the primary insured persons (aged 65 and over) and secondary insured persons (medical insurance subscribers aged from 40 to 64).

Persons can take nursing services when they need nursing care and get a certificate of needed Nursing Care. (However, for secondary insured persons, that is only when they need nursing care due to the diseases (16 specified diseases) from their age.) Nursing Care insurance management consists of insurance fees paid by everybody.

☐Welfare for Disabled

Disabled Person's Welfare Division (City Hall 2F) ☎25-3135

【Certificate Issuance】

Physically disabled persons (disabilities such as eyesight, hearing, equilibrium functions, phonetic functions, speech functions, masticatory functions, limbs, heart, kidney, bladder, rectum, small intestine, liver and immune functions suffered by human immunodeficiency virus) can be issued a physical disability certificate by applying by themselves.

A nursing notebook for intellectually challenged persons and mental disability certificate for mentally-disabled person are issued.

【Procedures to Apply for Certificates】

Applying or reapplying for each certificate, reports of changed address/name and returning certificates can be done at Disabled Person's Welfare Division, Civic Centers, health branches etc. However, the reception desks differ for the different types of certificates. Please ask at the Disabled Person's Welfare Division for more details.

【Supports for severely disabled persons (certain requirements needed)】

<Support for various benefits>

・Special child dependent's allowance

・Special handicapped person allowance

・Handicapped child welfare subsidy

Please ask at the social welfare and public health division for more details.

<Severely mentally and physically handicapped persons medical expenses subsidy program>

Severely disabled persons can be supported a part of co-payment of medical care costs if all of their family members meet certain income requirements.

<Issurance of a Kure iki-iki pass>

Please select one of 3 systems below:

①Kure iki-iki pass

Bus fare of Hiroshima Electric Railway Co., Ltd. and Setouchi Sanko Co., Ltd. in Kure city will be free using an iki-iki pass.

②Diapers purchase grant ticket

Diapers purchase grant tickets can be delivered up to a value of ¥24,000 a year.

③Welfare taxi ticket

Welfare taxi tickets can be delivered up to a value of ¥18,000 a year.

【Reduced costs to use welfare services etc. for disabled persons】

Support can be given upon application by the individual (or guardians in the case of children).

<Use of welfare services for the disabled persons>

A part of the costs is supplied when using services in the following locations; In-Home Nursing Care (home help services such as physical nursing care, housekeeping assistance), daily life care, short-term hospital admission, transition support for employment, continuous support for employment, residential facilities, group home/care home etc.

<Use of ambulatory services for disabled children>

A part of the costs is supplied when using child development support, day services for after school etc. and visiting support services such as childcare centers.

<Use of community life support services>

A part of the costs is supplied when using movement supports, daytime temporal supports, community activity support centers etc.

<Purchasing or repairing of adaptive equipment>

A part of costs is supplied when physical disability certificate keepers purchase or repair tools to support or substitute their physical functions.

<Purchasing daily life tools>

A part of the costs is supplied when severely disabled persons purchase tools (qualified items based on their disabilities only) to accommodate their daily life.

【Consultation for physically disabled persons】

Experts answer questions and offer information about daily life, work, education, advocacy, the use of welfare service for disabled persons. It is available every Monday through Friday, 9 a.m. to 5 p.m. Please contact by phone or FAX first.

<Consultation about physical disabilities>

- **Kure region disabilities living support center**
  Fukushi Kaikan 3F
  ☎25-3710・FAX25-7453
- **Physically handicapped persons welfare center (sign language available)**
  Tsubaki Hall 1F ☎25-3415・FAX24-4118

<Consultation about hearing disabilities>

・**Disabled Person's Division(City Hall 2F)**

9pm- 4pm every Monday, Tuesday, Thursday and Friday

FAX 25-1305

・**Hiro Shimin Center 4F**

9am- 3pm every Wednesday

FAX 73-4075

<Consultation about developmental disabilities>

・**Consultation Support Center Tsukushi**

Hiro Shimin Center 4F (inside Children Medical Treatment and Education Center)

☎71-6616・FAX71-6615

<Consultation about mental disabilities>

・**Consultation Support Business Tokiwa Kure**

13-2-12, Miyahara, Kure city

☎32-3771・FAX23-2287

<Consultation about psychiatric disabilities>

・**Community Activity Support Center Tsubomi**

5-12, Kaminikōchō, Kure city

☎29-3030・FAX29-3033

・**Community Activity Support Center Futaba**

4-7-22, Hiroshiraishi, Kure city

☎76-4855・FAX76-4822

☐Public Assistance

Public Assistance Division (City Hall 2F) ☎25-3141

This is a system to support persons who cannot get enough funds for daily life even though they do their best to get their independence back as soon as possible. The persons who have their income reduced because of the diseases or accidents are covered under public assistance.

Public assistance can be granted to someone when their household income is still lower than protective standard (standard of minimum living) mandated by the government, even though they take advantage of work if they can, their savings, asset, other benefits from social security system, supports from person under duty etc.

Not only the individual but also parents and siblings who live together can apply at welfare offices.

■CREATING COMFORTABLE LIFE・COMMUNITY BUILDING

☐ Emergency Medical Care System

Social Welfare & Public Health Division (City Hall 3F) ☎25-3524

During nighttime on weekdays and holidays, when you suffer from a sudden illness or injury, the following three stage emergency medication system is available; initial, secondary and tertiary emergency medical care. It is recommended that you find a doctor close to you for your routine primary medical care and ask him what to do at first before going to the emergency medical institutions.

		Nighttime	Daytime on holidays
Initial Emergency	Those with comparatively mild symptoms	**Nighttime Emergency Center of the City Medical Association** ☎0823-32-1299 15-24, Asahi-machi, Kure City **Internal Medicine Nighttime Emergency Center** (only on weekdays) 19:30–23:00 [Sign-in by 22:40] **Pediatric Nighttime Emergency Center** (Everyday) 19:00–23:00 [Sign-in by 22:40]	**Holiday Emergency Clinic Center of the City Medical Association** (Internal Medicine・Surgery・Pediatrics) ☎0823-32-1299 15-24, Asahi-machi, Kure City 9:00-18:00 **stay-home doctors** (check with morning newspapers or the "Emergency Medical Care Net HIROSHIMA"; a medical information network on the internet.)
		※Those with surgical disorders or in critical condition will be taken to public hospitals depending on their symptoms.	
	Dentistry		**Oral Health Care Center of Kure City** ☎0823-25-4441 6-2-3, Chuo, Kure City 9:00-15:00
Secondary Emergency	Those with severe symptoms who need hospitalization or surgery	**Chugoku Rosai-Byoin Hospital** ☎0823-72-7171 1-5-1, Tagaya, Hiro, Kure City **Kure Kyosai-Byoin Hospital** ☎0823-22-2111 2-3-28, Nishi-Chuo, Kure City **Saiseikai Kure Hospital** ☎0823-21-1601 2-1-13, Sanjo, Kure City	**Pediatric Emergency** (two hospitals on a rotating schedule) ・National Hospital Organization Kure Medical Center ・Chugoku Rosai-Byoin Hospital
		Officially Qualified Emergency Hospitals (Goto-Byoin Hospital, Kure Nakadori Hospital, Koritsu Shimo-Kamagari Public Hospital, Kawaoka Orthopedic Surgery Hospital)	
Tertiary Emergency	Those with particularly life-threatening severe symptoms	**National Hospital Organization Kure Medical Center** ☎0823-23-1020 3-1 Aoyama-cho, Kure City	

●How to find medical institutions within the prefecture who is on duty on a particular given day.
『Emergency Medical Care Net HIROSHIMA』

Emergency Medical Care Net

●How to find out the medical institutions within the City?
『Website of the Medical Association of Kure City』
http://www.kure.hiroshima.med.or.jp/i/

※ A call beforehand is required to confirm an appointment.

Medical Association of Kure City

When children get sick at night,

Better go to hospital right now immediately?
Or can wait until next morning?
If it is hard to judge,
Contact Phone #8000 for consultation of pediatric emergency.
Phone call accepted 365 days from 19:00 to 8:00 next morning
(Mobile phone call is also acceptable)
●Either a pediatric doctor or a nurse will be consulted.

〈Sudden Illness〉 In case of mild injury or disease, go to hospital by yourself, as the ambulance is a vehicle only for emergencies.

☐ Disaster Prevention and Safety

Nishi Fire Station ☎26-0333

Higashi Fire Station ☎74-8903

Ondo Fire Station ☎26-0343

Fire Dept. ☎119, to notify them of fires, emergencies, etc.

If you experience a fire or sudden illness, a quick report for a quick treatment is the key to protect human life as well as property. Calm down, don't panic, and report the correct address and the details of the accident while responding to the questions of your interlocutor on the phone.

① Say clearly what is happening, "Fire !" or "Emergency !"

② Do not make a mistake when you convey the address.

③ Clearly report the situation of the fire or the accident, etc.
For example, "A motorcycle and a car crashed, and a male of around twenty is bleeding from his leg."
"A wooden barn is on fire."

【Emergency Call】

Two types of emergency call are possible.

☎110 : (for POLICE) in case of theft, crime, traffic accident, etc.

☎119 : (for FIRE STATION) in case of fire, sudden disease ,serious injury, etc.

【How to use the pay phone at the time of emergency】

① Pick up the receiver.

② Press the red colored emergency button.

③ Dial or press #110 for police or #119 for fire station.

※Toll Free; No need to bring coins nor telephone card.

【Disasters】

When any dangerous situation occurs, Kure City will request people to evacuate to safe places either by calling for voluntary evacuations, issuing evacuation advisories or evacuation orders.

The information on where to evacuate is available at fire stations, Civic Centers, the website of Kure City, and the municipal government publication "*Shisei-Dayori*."

The manner of evacuation will be announced via PR vehicles, community broadcasts and others.

It is recommended that you evacuate calmly to nearby schools or public halls.

What should be borne in mind is that you are requested to evacuate on foot, wearing clothes in which you can easily move, and bringing some personal effects such as flashlight, officinal drugs, towel, survival food, drink and others.

☐ Municipal Housing

Housing Policy Division (City Hall 6F) ☎25-3393

Management Company Kuresen ☎21-5616

Municipal houses are managed by Kure City in order to provide cheap rent to people who have trouble with housing. In order to apply for a position, certain conditions are required. As a lot of people are applying, residents are chosen by lottery or go on a waiting list. Rent is determined by family income. For further details, please contact the management company (Kuresen ☎21-5616).

Application Method: There are two kinds of applications.

① **Housing subject to lottery**: Applicants are collected on a regular basis and residents are determined by lottery.

② **Housing on a first-come-first-served basis**: When there is a vacant dwelling, applicants can move into it on a first-come, first-served basis.

☐Water Service

Waterworks and Sewerage Bureau ☎26-1622

(Tsubaki Hall 3F)

When you start using water and the sewerage system, or when you stop using them because you are moving, or for any other reasons, please notify the waterworks and sewerage bureau in advance.

You can drink water straight from the tap.

There are several methods for paying y our water bills, such as taking it out automatically from your bank account, paying at the convenience store, or others. For further details, please contact waterworks and sewerage bureau.

Website https://www.city.kure.lg.jp/site/jougesui/ (Japanese only)

☐Environment

Environment Policy Division (City Hall 7F) ☎25-3301

【Garbage・Recyclable Garbage】

Please separate the garbage into combustible, non-combustible, bulky trash, recyclable or hazardous garbage and put it in the specified garbage collection place by 8:30 on the specified day.

※ The place and the day are specified according to the district in which you live.

For further details about how to dispose of garbage or recyclable garbage, please refer to the “Garbage Disposal Calendar” distributed by both the city hall and each citizen center.

- **Combustible Garbage (twice weekly)**

Kitchen garbage (carefully drain off all water), clothes, plastics, non-recyclable paper waste, grass, dead leaves, etc: Dispose of them in authorized bags for combustible garbage.

・king size 45ℓ ¥45/bag ・large size 40ℓ ¥40/bag ・large medium size 30ℓ ¥30/bag

・medium size 20ℓ ¥20/bag ・small size 10ℓ ¥10/bag

※ Bags must be purchased in sets of 10.

- **Non-Combustible Garbage (four times monthly)**

Metals, glass, ceramics, ash, etc.: Dispose of them in authorized bags for non-combustible garbage.

・large size 30ℓ ¥30/bag ・medium size20ℓ ¥20/bag ・small size10ℓ ¥10/bag

※ Bags must be purchased in sets of 10.

- **Bulky Trash (about once monthly)**

Desks, beds, bicycles, etc. (Items around which it is impossible to close the large authorized bags.) : Please dispose of these items by affixing the designated number of tickets to them.

Items with a maximum length shorter than 2m: one ticket (¥300)

Items with a maximum length of 2m or greater: two tickets (¥600)

- **Recyclable and Hazardous Garbage**

Containers or nets for recyclable or hazardous garbage will be set at the recyclable garbage station on the day before the collection date.

・recyclable garbage (twice monthly)

・empty bottles for drinks, foods etc. (separated into three categories)

・cans (empty cans for drinks or foods)

・PET bottles (for foods or condiments)

※ Please dispose of spray cans and gas cartridges as hazardous garbage.

■CHILD CARE・EDUCATION

□Maternal and Child Health

West Health Center ☎25-3542　East Health Center ☎71-9176

When you get pregnant, please go and inform the nearest Health Center, and get a Maternal and child health handbook.　A hygienist will explain how to use the Maternal and child health handbook to you and will give you further details on health care during your pregnancy.

【Maternal and Child Health Handbook】

West Health Center ☎25-3542　East Health Center ☎71-9176

A Maternal and child health handbook is a record for you and your child from the early stage of pregnancy until your child enters elementary school. When the mother and her child take a medical examination, health consultation, and an immunization, the mother must bring this book with her. It will be used as a reference for the diagnosis.

【Expectant Mothers Health Checkup】

West Health Center ☎25-3542　East Health Center ☎71-9176

Expectant mothers take their physical measurements, blood・blood pressure tests and urinalysis to check the condition of her health and the growth of the baby in her belly. When an expectant mothers gets a Maternal and child health handbook, she can get the ticket for a grant of health checkup fee. The ticket designates checkup categories that the mother can take, and which she can have at public expense. (an upper limit on prices is set, however.) The ticket can be used at any contracted medical institutions in Hiroshima.

【Infants Health Checkup】

West Health Center ☎25-3542　East Health Center ☎71-9176

1 month-old child, 6 months-old child (individual checkup)

3months-old child, 1year-6months-old child, 3year-old child (group checkup)

☐Medical Care for Children

【Medical Care Service for Prematurely Born Babies】

Health Promotion Division(Sukoyaka Center Kure) ☎25-3540

This is a medical benefit system for prematurely born babies who are diagnosed as requiring hospitalization by a doctor at a designated medical institution. (Required expenses will depend on the tax condition of your household.)

【Medical Care Service for Independence Support (Medical Care for Child-Rearing】

Health Promotion Division(Sukoyaka Center Kure) ☎25-3540

This is a medical benefit system for physically handicapped people who are less than 18years old, and for which a doctor admits that treatment at a designated medical institution will be effective. (As a general rule everyone must pay10% of the medical bill.)

【Immunization】 **Public Health General Affairs Division ☎25-3524**

Immunization in Kure City aims to prevent infection and spread of illness, and to ease symptoms of illness when they occur. Please immunize your children at the recommended time.

○Kinds of Immunizations

BCG (tuberculosis), 4-vaccine mix (diphtheria, whooping cough, tetanus, polio), rubella, Japanese encephalitis, etc.

※ Each vaccine has a recommended age of inoculation, a prescribed number of inoculations, and an interval between these inoculations. Please check the following web site for details.

・Kure City Health Center
http://www.city.kure.lg.jp/~sukoyaka/yobou/index.html

・Vaccination Research CenterVaccination and Children's Health (International Ver.)
http://www.yoboseshu-rc.com/index.php?id=8

【HIV・AIDS Examination】 **West Health Center ☎25-3542 East Health Center ☎71-9176**

The examination is carried out at the West Health Center. (An appointment is required.) Anyone can have an appointment and a consultation at any time (on the phone or the center.) These are free and anonymous by request.

☐Aids for Child Care

Child Care Support Division (City Hall 2F) ☎25-3173

【Child Allowance】

This allowance is provided to someone raising a child 15 years old or older. It will be provided by Mach 31st on the year during which the child turns 15. (Income limitations apply.)

【Medical Subsidy for Infants and Children】

This allowance is for a dependent of a policyholder in the National Health Insurance or other kinds of social insurance. Children are subsidized for their own medical expenses until they reach the 6th grade. (Only hospitalization fees are covered for children in elementary school.) (Costs are only partially covered. Income limitations apply.)

【Allowance for Dependent Children】

This allowance is given to single-parent families that are raising a child, up to the age of 18. It will be provided by Mach 31st on the year during which the child turns 18. (Income limitations apply. Amount of allowance may vary based on the family's income.)

【Medical Subsidy for Single Parents】

This medical subsidy is given to single parent families that are raising a child, up to the age of 18. It will be provided by Mach 31st on the year during which the child turns 18. The parent must be a policyholder in the National Health Insurance or other kinds of social insurance. (Costs are only partially covered. Income limitations apply.)

☐Child Care Facilities

Child Care Facility Division (City Hall 3F) ☎25-3144

【Day Nursery】

A child can enter a day nursery in case his/her parents fall under one of the following categories, and cannot be taken care of by relatives living in the same household.

Please understand that your child might not be able to enter your preferred day nursery, depending on the particular circumstances of the center.

〈Standards to Enter〉

- Parents normally work outside of their residence.
- If working inside of their residence, parents normally work apart from their child except when doing housework.
- Before or after childbirth.
- Parents have a disease, injury, or are mentally or physically handicapped.
- Parents must continuously care for a person who has a disease or is mentally or physically handicapped.
- Parents are working in reconstruction from earthquake, storm, flood, fire, or any other disaster.

〈Place to Apply〉 Each day nursery or nursery school

〈Childcare Fee〉 Childcare fee depends on the family's income.

【Kindergarten】

An institution to educate children under school age. (3~5 years old)

〈Place to Apply〉 Each kindergarten

☐School

School Education Division (City Hall 8F) ☎25-3453

【School System in Japan】

The school system in Japan basically consists of 6 years at elementary school, 3 years at Jr. high school, 3 years at high school, and 4 years at university. There are public school and private schools. There are also junior colleges (2~3years) (5years), as well as various categories of technical schools.

Elementary and Jr. high School make up compulsory education. Japanese citizens are required to put their child in a school, but foreign residents do not have the same requirement. If you want to put your child in a public elementary or Jr. high School, you can let your child enter school by applying at the Board of Education in your city. You must be a resident of Japan, and have a school age child.

【Elementary・Jr. High School】

Children of non-Japanese residentss do not need to enter school, however we recommend putting your child in school for his future and education.

(School in Your Residential Area)

Same as Japanese students, non-Japanese residents students basically have to enter a school located in their residential area. If the child's Japanese is not good enough, an instructor will be sent to provide language assistance. However, this instructor might not be able to be dispatched for very long.

(Cost)

Tuition and textbook fees are free, but school lunch and school supplies will come at cost. If putting your child in school will cause you economic difficulties, you can apply for support from the city. To do this, you will need to correspond to some standards set by the city.

(School Days)

Monday-Friday

A trimester; between each term, there is a vacation.